Baggage Reference Manual

Effective June 2018

3rd Edition

NOTICE

DISCLAIMER. The information contained in this publication is subject to constant review in the light of changing government requirements and regulations. No subscriber or other reader should act on the basis of any such information without referring to applicable laws and regulations and/or without taking appropriate professional advice. Although every effort has been made to ensure accuracy, the International Air Transport Association shall not be held responsible for any loss or damage caused by errors, omissions, misprints or misinterpretation of the contents hereof. Furthermore, the International Air Transport Association expressly disclaims any and all liability to any person or entity, whether a purchaser of this publication or not, in respect of anything done or omitted, and the consequences of anything done or omitted, by any such person or entity in reliance on the contents of this publication.

Opinions expressed in advertisements appearing in this publication are the advertiser's opinions and do not necessarily reflect those of IATA. The mention of specific companies or products in advertisement does not imply that they are endorsed or recommended by IATA in preference to others of a similar nature which are not mentioned or advertised.

© International Air Transport Association. All Rights Reserved. No part of this publication may be reproduced, recast, reformatted or transmitted in any form by any means, electronic or mechanical, including photocopying, recording or any information storage and retrieval system, without the prior written permission from:

Senior Vice President
Airport, Passenger, Cargo and Security
International Air Transport Association
800 Place Victoria
P.O. Box 113
Montreal, Quebec
CANADA H4Z 1M1

Baggage Reference Manual, 3rd Edition
Material No.: 9383-03
ISBN 978-92-9229-589-9
© 2018 International Air Transport Association. All rights reserved.
Montreal—Geneva

Table of Contents

Preface xi

Part I—The Baggage World 1
1.1 Introduction 1
1.2 Baggage Resolutions and Recommended Practices 1
1.2.1 Baggage-Related Resolutions 1
1.2.2 Baggage-Related Recommended Practices 2
1.3 Airport Operational Structure 3
1.3.1 Overview 3
1.3.2 Baggage Service Level Agreements 6
1.3.3 Description of Different Positions and Roles at Airport Related to Baggage Handling 7
1.3.4 Local Baggage Committee 12
1.4 The Generic Baggage Chain 13
1.4.1 Small Airports 14
1.4.2 Medium-Sized Airports 14
1.4.3 Large Airports 14
1.4.4 What Really Happens to Your Checked Bags 14
1.5 10-Digit License Plate 15
1.5.1 What is a License Plate? 15
1.5.2 Examples of Airline Leading Digits 17
1.6 Baggage Tracking 19
1.6.1 Introduction 19
1.6.2 IATA Resolution 753 on Baggage Tracking–Effective June 2018 20
1.6.3 Baggage Tracking Options 21
1.7 Messaging and Requirements 28
1.7.1 Background 28
1.7.2 General Requirements 29
1.7.3 Specific Requirements 29
1.7.4 Next Generation Baggage Information Messages 31
1.7.5 Baggage Broker 32
1.8 Measuring Quality in the Baggage Area 32
1.8.1 Five Key Areas 33

Part II—The Baggage Journey 35
2.1 Check-in 35
2.1.1 The Purpose 35
2.1.2 Where Can It Happen? 36
2.1.3 Common Issues and their IATA-Recommended Solutions 37
2.1.4 Home-Printed Bag Tags 40
2.1.5 Electronic Baggage Tag 44
2.1.6 HPBT and EBT Evaluations 44

2.2 Security 48
2.2.1 The Purpose 48
2.2.2 Where Can It Happen? 49
2.2.3 Common Issues and their IATA-Recommended Solutions 49
2.2.4 Future Options 50
2.3 Sort 51
2.3.1 The Purpose 51
2.3.2 Where Can It Happen? 51
2.3.3 Future Options 52
2.4 Storage 53
2.4.1 The Purpose 54
2.4.2 Where Can It Happen? 54
2.4.3 Exceptions to the General Process 54
2.5 Build 55
2.5.1 The Purpose 55
2.5.2 Where Can It Happen? 55
2.5.3 Exceptions to the General Process 60
2.5.4 Future Options 61
2.6 Deliver (Departure) 62
2.6.1 Safety First 62
2.6.2 Timing and Security of Deliveries 63
2.6.3 Delivering the Baggage 63
2.6.4 Order of Deliveries 63
2.6.5 Delivery of Gate Bags 63
2.7 Load and Unload 64
2.7.1 The Purpose 65
2.7.2 Where Can It Happen? 65
2.7.3 Future Options 67
2.8 Deliver (Arrivals) 67
2.8.1 The Purpose 68
2.8.2 Where Can It Happen? 68
2.8.3 Information and Analysis 68
2.8.4 Irregularity Codes 68
2.9 Transfer 71
2.9.1 Preplanning 71
2.9.2 Transfer: Post-Operation 74
2.9.3 Exceptions to the General Process 74
2.9.4 Future Options 76
2.10 Arrival and Claim 76
2.10.1 The Purpose 77
2.10.2 Errors 77
2.10.3 Fraud Claims and Theft 78
2.10.4 Baggage Identification Chart 79

2.10.5 Baggage Tracing 79
2.10.6 Baggage Claims 80
2.10.7 Interim Expense 80
2.10.8 Damaged Baggage 81
2.10.9 Replacement Baggage Service 81
2.10.10 Pilfered Baggage and Advice to Passengers on Packaging 81
2.10.11 Delivery of Mishandled Baggage 81
2.10.12 Baggage Conventions 82
2.10.13 Prorating a Claim 85
2.11 Re-Flight and Reroute 87
2.11.1 Definitions 88
2.11.2 Handling of Re-Flight 88
2.11.3 Recording the Reason for Re-Flight 88
2.11.4 Current Issues of Re-Flighting 89

Part III—The Future of Baggage 91
3.1 Short to Medium Term Future–IATA Enhanced Baggage Capabilities Program 91
3.2 Long Term Future–2050 Baggage Picture 92

Part IV—Most Common Baggage Problems and Solutions 95
4.1 Preface 95
4.2 A Guide to Solutions and their Placement 95
4.2.1 Check-in 95
4.2.2 Security 96
4.2.3 Sort 96
4.2.4 Storage 97
4.2.5 Build 97
4.2.6 Deliver (Departure) 98
4.2.7 Load 98
4.2.8 Unload 98
4.2.9 Deliver (Arrivals) 98
4.2.10 Transfer 99
4.2.11 Arrivals 100
4.2.12 Reflight Reroute 100
4.2.13 General Infrastructure and Resources 100
4.3 Executive Summary 102
4.4 Baggage Handling Problems 102
4.4.1 Read Rate Problems 102
4.4.2 Messaging Problems 103
4.4.3 Baggage Processes 105
4.4.4 Baggage Handling Systems 105

4.5 Solutions 106
S1–Baggage Label Print Quality Monitoring 106
S2–Working with Suppliers to Choose Appropriate Materials for Baggage Labels 107
S3–Improving Baggage Label Quality 107
S4–Visibility and Straightening Labels 108
S5–Baggage-Related Training 108
S6–Reducing Excess Adhesive on Labels 108
S7–Direct Line Monitoring 108
S8–Baggage Message System Monitoring 109
S9–Baggage Message Failure Plan 109
S10–Baggage Message Sequence 109
S11–General Messaging and Discovery Services 110
S12–Setting Baggage Acceptance Times 110
S13–Exception Processing 111
S14–Notification Mechanisms for OOG Baggage 111
S15–Baggage Sortation System Familiarization 111
S16–Transfer Desk Barcode Scanners 113
S17–Ad-hoc Process Monitoring 113
S18–RFID Tracking and Tracing 114
S19–RFID for Sortation in a Traditional Baggage System 116
S20–Notification of Bag Not Taken Away 117
S21–Barcode-Based Automation of Manual Encode 117
S22–RFID in a New Baggage System 117
S23–Using a Baggage Reconciliation System 118
S24–RFID Baggage Reconciliation 118
S25–RFID Baggage Unloading 119
S26–Installation of RFID Track Establishment Points 119
S27–Performing Regular Overnight Cleaning 119
S28–Using Conveyor Markings at Input Points 119
S29–Passenger Communication through the Website 120
S30–Internal Baggage Labeling 121
S31–Using Frequent Flyer Data for No-Tags 122
S32–Introduction of Offline Services for Small Aircraft 122
S33–Recording the Left-Behind Reason at Re-Flight 122
S34–Introduction of Stand Stability 123
S35–Barcode System Performance Monitoring 123
S36–Passenger Reclaim Baggage Checks 123
S37–Driving Competition Across the Route Network 123
S38–Data Driven Approach to Problem Solving 124
S39–Introduction of Matrix Operations 125
S40–Stand Layout 125
S41–Offsite Baggage Acceptance 125
S42–Early Baggage Storage 125
S43–Introduction of Multi-Stage Security Screening 126

S44–Enhancement to S43 126
S45–Introduction of PDA-Style Scanners 127
S46–Pre-Built Storage Area 127
S47–Keeping Ground Handling Equipment Operational 127
S48–Re-Flight System Linked to Schedules for All Users 127
S49–Introduction of a Single Common Re-Flight Area 127
S50–RFID for Next Bag Identification 128
S51–License Plate in the 2D Barcode on the Boarding Pass 128
S52–Having a Team Adjust Labels in the Transfer and Check-in Areas 128
S53–Modifications to the TSA Processes 129
S54–Consolidation of Ground Handling Activities to Reduce Hand-Offs 129
S55–Compression of Build Opening Times to Increase Capacity 129
S56–Airport-Wide Tracking and Reporting 129
S57–Baggage Tracking 129
S58–Compliance with IATA Resolutions and Recommended Practices 130
S59–Implementation of a Baggage Crash Team 130
S60–Manual Reconciliation System 130
S61–Apply 5S in the Baggage Environment 131
S62–Use of a Passenger Label to Identify Baggage Owner 133
S63–Use of a Third Specific Stub from the Baggage Tag Label 133
S64–Identification of Ghost Bags 134
S65–Recording and Display of Baggage Weight 135
S66–Introduction of Baggage Segregation for Flights 135
S67–Passenger Education at Airport Check-in 138
S68–Notification when Baggage Reaches Manual Encode for Smaller Airports 138
S69–Default Belt Baggage Study 139
S70–Implementation of Lateral ‘Cut-off’ Sensors 139
S71–Clearing Congested Arrival Belts 139
S72–Arrivals Reclaim Passenger Education 139
S73–Ground Handler Inject Point Training 140
S74–Sharing Mishandling Information Among All Staff Involved in the Baggage Chain 140
S75–Prioritization of Baggage Returned to Customs 140
S76–Clear Signage and Strategic Positioning 140
S77–Implement IATA Fast Travel Practices 141
S78–Introducing a Common Bag Drop 141
S79–Reduction of the Baggage Acceptance Limit 141
S80–Introduction of a Baggage Repack and Weighing Area 142
S81–Reassigning Aircraft Gates to Accommodate Quicker Build 142
S82–Introduction of a Baggage Office in the Build/Make-up Area 142
S83–Using White Boards in the Build/Make-up Area 142
S84–Implementing a Baggage Lead Agent/Coordinator for Aircraft Unloading 143
S85–Ensuring Oversized Baggage is Correctly Managed in the Build/Make-up Area 143

S86–Securing Baggage Carts and ULDs for Stand Delivery....143
S87–Manual Encode Best Practices and Baggage Study....143
S88–Maintenance of Baggage Handheld Scanners....144
S89–Introduction of a Default Belt/Chute/Lateral....144
S90–ULD and Baggage Cart Loading....144
S91–Ground Handler Driver Baggage Delivery....144
S92–Securing the Arrival Hall from the General Public....145
S93–Introduction of Friction Strips and Padded Cushioning to Chutes....145
S94–Introduction of Temporary Bag Dispensers at Check-in....145
S95–Build/Make-up Area Close Time Based on Actual Time of Departure....145
S96–Dedicated OOG/Oversize Area for Passenger Reclaim....146
S97–Introduction of Tail-to-Tail Transfer....146
S98–Implement an Automated Baggage Store within the BHS....147
S99–Baggage SLAs (Service Level Agreements)....147
S100–Fast Bag Drop Implementation....148
S101–Forward Messaging for Re-Flight and Reroute Baggage....148
S102–Baggage Performance Analysis....148
S103–Introduction of Transfer Bag Tags....153
S104–Replacing Damaged ULDs....154
S105–Reducing the Volume of Gate-Checked Bags and Improving Check-Point Processing....154
S106–Immigration Fast-Track Processing for Short-Connection Transfer Passengers....156
S107–Standby Passenger Baggage Acceptance....157
S108–Passenger Education of Baggage Transfer Processes....157
S109–Wi-Fi Connectivity....158

Part V—Extracts of Baggage Handling Resolutions and Recommended Practices....159

5.1 Introduction....159
5.2 Extracts of Baggage Related IATA Resolutions....159
5.2.1 Form of Interline Baggage Tag....159
5.2.2 Found and Unclaimed Checked Baggage....168
5.2.3 Forwarding Mishandled Baggage....171
5.2.4 On-hand Baggage Summary Tag....173
5.2.5 Local Baggage Committees....174
5.2.6 Dangerous Goods in Passengers Baggage....179
5.2.7 Acceptance of Firearms and Other Weapons and Small Caliber Ammunition....181
5.2.8 Acceptance of Power Driven Wheelchairs or Other Battery Powered Mobility Aids as Checked Baggage....182
5.2.9 Use of the 10 Digit License Plate....184
5.2.10 Interline Connecting Time Intervals–Passenger and Checked Baggage....185
5.3 Extracts of Baggage Related IATA Recommended Practices....188
5.3.1 Passenger/Baggage Reconciliation Procedures....188
5.3.2 Licence Plate Fallback Sortation Tag....198
5.3.3 Baggage Taken In Error–Notice to Passengers....201

5.3.4 Tracing Unchecked Baggage and Handling Damage to Checked and Unchecked Baggage 203
5.3.5 Baggage Theft, Pilferage and Fraudulent Claim and Prevention 205
5.3.6 Baggage Irregularity Report 209
5.3.7 Airport Operating Rules–Recommended Practice and Procedures 213
5.3.8 Carriage of Carry-on Baggage 215
5.3.9 Handling of Security Removed Items 220

Appendix A—IATA Member Airline and Strategic Partner Case Studies–Baggage Handling Initiatives 221
South African Airways Working with Star Alliance 221
Star Alliance Priority Baggage Monitoring 221
Star Alliance Seamless Hub Connection Center 221
SKY ASSIST: The Benefits of a Simplified Interface 222
Ultra Electronics 223
Working with the Airline Community in South Africa 223
Baggage Segregation 224

Appendix B—Glossary 227
Acronyms/Glossary 227

IATA Strategic Partners SP-1